



Accessibility Statement – Mercia Marina

Introduction

At Mercia Marina, we are committed to providing a welcoming and inclusive environment for all our visitors. We aim to make our marina as accessible as possible, in line with best practice guidance from VisitEngland. We regularly review and improve our services to ensure that everyone can enjoy a safe and comfortable visit.

Pre-Arrival

Comprehensive accessibility information is available on our website, via phone, or by post. Our 360° virtual tour and TouchStay digital guide are available to help visitors plan their trip in advance. Tenants at the marina also provide individual accessibility details on their own platforms.

Arrival and Parking Facilities

- Clear signage is provided to direct visitors to reception and key facilities.
- Free parking is available, with designated accessible parking bays located near the Willow Tree Tea Rooms and in The Boardwalk car park.
- The Business & Overflow car park includes signage indicating the accessible route to the marina.
- Our car parks are fitted with speed bumps and marked bays for safety.

Public Areas

- The marina's pathways, footbridges, green spaces, and access to some pontoons are designed with accessibility in mind.
- Wayfinding signage indicates the most accessible routes.
- Some pontoons have ramped access; caution signage is in place due to deep water.
- Accessible toilet facilities are located in key areas and include space for wheelchair users, baby changing stations, and shelves/hooks for colostomy bag changes.
- The Boardwalk includes anti-slip strips and designated routes for mobility aids.
- The marina office has a call button at the entrance; staff are available to provide assistance and information, including concierge and tourism support.

Holiday Lodges

- All lodges are single-storey, with either ramp or step access.
- Accessibility features vary by lodge and are detailed online and via phone inquiry.
- Lodge owners are happy to assist with finding accommodation that meets individual needs.

Mercia Swan Trip Boat

- The Mercia Swan has limited disabled access.

- Visitors with mobility needs are advised to contact the operator in advance to ensure appropriate support can be arranged.

Restaurants and Eateries

- **Lotus Indian Kitchen:** Fully single-storey with easy wheelchair access.
- **Compamigos Bar & Restaurant:** Ground floor seating and accessible toilets available. Although no lift to the upper floor, the full menu is available at ground level.

Feedback and Further Information

We are always looking to improve accessibility at Mercia Marina. If you have any questions, specific requirements, or suggestions, please contact us on 01283 703332 or via email. We look forward to welcoming you.